

HCSIS Alert!

Department of
Mental Retardation

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*The ALERT! is Changing,
see below*

During Implementation - Contact
your Area, Regional Office Facility
Contact with questions.

THE ALERT! IS CHANGING: The Communication Group of the Statewide HCSIS Implementation Committee has discussed the future of the ALERT! Starting with this issue, the ALERT! will only be issued when significant benchmarks need to be communicated to the HCSIS universe of users, rather than every two weeks. Staying true to its name, the ALERT! will remain a means of communicating important issues to the field. More operational issues will be communicated to Regions, Areas, Facilities and Providers using the contacts in each of those settings. You will hear more about this from your Regional Contacts in the weeks ahead.

The Communication Group thanks all its members and you, the readers, for your support and interest. Good Luck in your continuing work with HCSIS.

COMMUNICATION: Critical to the successful implementation and operation of our HCSIS and Meditech systems is the use of good communication to make sure everyone hears important information and to make sure everyone hears the same information. In the last ALERT!, we began to spell out the use of your local contacts and the DMR Help Desk for channeling issues to DMR for resolution. That process will be further developed as we move into a more operational phase of our DMRIS work. We plan to create a central system of support for statewide issue resolution. Using our network of provider contacts and Regional, Area and Facility SuperUsers/Contacts, we will facilitate communication to those people for dissemination to their respective organizations. It is important that everyone stays on top of the system and its further use and evolution beyond implementation.

STATEWIDE HCSIS WORKGROUP: This group is chaired by Connie Lehr and consists of Paula Potvin (NE), Rose Bevins (Facilities), Damien Arthur (CW), Kim Kelly (Metro), Rod Johnson (SE), Jane Ryder (State Ops.), and Joanne Galvin from Central Office (and others may be added). Issues will be presented by each of the Regional Contacts as they arise. Similarly, those issues referred to the Help Desk will also be sent to this group for discussion and resolution, if necessary. Responses or resolutions will then be communicated back to the field from the Regional Contacts through the already identified point people at each of the Regions, Areas, Facilities and Providers Organizations.

REMEMBER:

1. Share this Alert! with other people in your organization - Perhaps at staff meetings
2. Call your Area Office or the DMR Help Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues